



GRAND CANYON

NATIONAL PARK LODGES

2017 Policies and Procedures

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Legendary Hospitality by Xanterra



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Food & Beverage Policies and Procedures

- No personal food or beverage may be brought into any banquet facility at any time.
- A minimum of 20 people or 20 meals/servings is required to book any function space.
- Finalized menu selections must be received 14 days prior to the event. A minimum of 20 same menu entrees per group required.
- Confirmed attendance must be provided at least three business days prior to the event.
- Full payment for services is due no later than 30 days prior to arrival. The only exception are items sold “by consumption.” Groups booked less than 30 days prior to arrival must make payment by the date stated on the Group Agreement.
- Full event cancellations must be made in writing at least 14 days prior to the event date to receive a full refund.
- Any and all services may be refused and payment forfeited if the group is 30 minutes or more late.
- Any damage to property or loss of Xanterra South Rim revenue caused by the group will be the responsibility of the group or booking party.
- Applicable fees for room rental and special services will be applied to all functions or events. These charges are listed under Banquet Set-Up Fees (complete banquet information is in the Group Services section on our website at www.grandcanyonlodges.com).
- All banquet facilities are non-smoking.
- Special dietary requests come with an additional \$8.00 per person per meal fee.



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Food & Beverage Policies and Procedures Continued

- Quiet hours for Thunderbird and Kiva Rooms begin at 9:30 PM (MST). All parties must vacate the premises by 10:00 PM. Quiet hours for Santa Fe Room at Maswik Lodge begin at 10:00 PM (MST). All parties must vacate the premises by 10:30 PM.
- All food, items, and services are subject to current sales tax of 6.9% and 18% gratuity (subject to change without notice).
- We reserve the right to relocate any group to an alternate Xanterra location within the park based on group number, menu requirements, feasibility of event, safety, or weather concerns.
- Any decorations, equipment, packages or materials must be delivered prior to the event and prearranged with the Sales Office. Xanterra South Rim does not assume any liability for such items.
- All displays, exhibits, banners, decorations, signs and other similar items must conform to Fire Ordinances. Placement of such items must be approved in advance by the Banquet staff.
- Xanterra South Rim reserves the right to require security services for some events. Payment for such services will be the responsibility of the group or customer hosting the function.
- Disturbances: Should Security be called to the event, one warning at any time will be excused. If a second warning is required, the premises must be vacated immediately and no refunds will be issued. Should the disturbance cause a room guest to request a refund, the cost of the room will become the responsibility of the group or booking party.



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Alcoholic Beverage Service Policies and Procedures

- Only alcohol purchased from Xanterra South Rim may be consumed on the premises during the banquet event. The guest may not bring their own alcohol onto the premises under any circumstances during the banquet event. Alcoholic beverages may not be removed from the premises.
- Xanterra South Rim will special order items that we do not carry in our commissary. The special items will be subject to availability and will require a 30 day advance notice. Price will be determined by item. Special orders are non-refundable.
- ALL guests consuming alcohol on the premises must be 21 years of age, and present proof of age when requested by our staff.
- The following forms of identification are the ONLY accepted forms of legal identification and all forms must include a photo. No exception to this policy will be made.
 - Any US or Canadian Driver's License
 - Any US or Canadian Identification Card
 - Valid Passport or Passport Card
 - Military ID
 - Mexican Voter ID
- We reserve the right to refuse service to anyone at any time as determined by our staff.
- No liquor may be served before 6:00 AM. All liquor sales must be complete by 9:30 PM at the Thunderbird and Kiva Rooms and by 9:30 PM at the Santa Fe Room at Maswik Lodge.
- Any violation of the above regulations will result in termination of the banquet event.
- These regulations are stated in the State of Arizona Liquor Code and may not be waived for any reason.